		WorldCom is unable to calculate this metric.		
BI-6-02	WorldCom	WorldCom states that Verizon Pennsylvania should have been reporting this metric	January	Verizon Pennsylvania has reported this metric as Under Review (UR).
BI-7-01	WorldCom	WorldCom states that Verizon Pennsylvania should have been reporting this metric	January	Verizon Pennsylvania has reported this metric as Under Review (UR).
BI-7-02	WorldCom	WorldCom states that Verizon Pennsylvania should have been reporting this metric	January	Verizon Pennsylvania has reported this metric as Under Review (UR).
BI-8-02	WorldCom	WorldCom states that Verizon Pennsylvania should have been reporting this metric	January	Verizon Pennsylvania has reported this metric as Under Review (UR).

VI. CONCLUSIONS

- Based on the data made available to KPMG Consulting, we found no instances where CLEC-identified discrepancies with the Verizon-Pennsylvania-reported values could be fully substantiated.

- Data and calculations vary between Verizon Pennsylvania and the CLECs. Metric business rule interpretations appear to be one root cause for apparent differences in results. Furthermore, variances in systems, processes, methods, and expectations contribute to what are, essentially, misunderstandings between the Verizon Pennsylvania and CLECs regarding how to interpret data and produce common metric values.

- Many issues identified by the CLECs were not accompanied by supporting data. KPMG Consulting could not perform any analysis of such issues.

- Some discrepancies may result from different data collection and analysis mechanisms used by Verizon Pennsylvania and the CLECs. Substantiation of these discrepancies could only be accomplished through a thorough review of the CLEC data and storage mechanisms and data integrity together with full replication of CLEC calculations. Such analysis was not possible because of the format in which data were provided by the CLECs and the time constraints of this engagement[2].

- Some data that is necessary for the calculation of C2C metrics according to the metric business rules is available only to Verizon Pennsylvania; e.g., CRIS date.

- Timing of when a record completes and becomes available for reporting purposes causes discrepancies in count and completion dates between the Verizon Pennsylvania and the CLEC data.

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[2] KPMG Consulting estimates that it could take between six and twelve months to perform such an analysis.

Attachment A

CRITERIA USED FOR DEVLOPMENT OF THE LIST OF 25 METRICS

KPMG Consulting and the Pa. PUC Staff did not intend inclusion or exclusion of a metric on the list to be interpreted as a positive or negative statement regarding any of the non-selected metrics' applicability or appropriateness. No inference of quality or content is directly or indirectly implied by inclusion/exclusion of a metric/sub-metric on the List of 25 Key Metrics for Review.

The following criteria (in order of weight) were applied to the development of the List of 25 Key Metrics:

- CLEC input regarding desired metrics for the review

- Metrics with the highest levels of activity

- Presence of a measurable standard

- Results from previous Carrier-to-Carrier (C2C) Report indicating standard not met (not in compliance)

- Metrics previously identified as problematic

- Metrics relative to products the Pa. PUC and or FCC have indicated interest in or concern with

FINAL LIST OF 25 KEY METRICS FOR REVIEW

1. PO-1-01: Average Response Time Customer Service Record – Web GUI

2. PO-1-04: Average Response Time Product & Service Availability – Web GUI

3. PO-1-06: Average Response Time Facility Availability (ADSL Loop Qualification) – Web GUI

4. PO-2-02: OSS Interface Availability – Prime Time – Web-GUI Pre-ordering and Maintenance

5. OR-1-04: Percent On Time LSRC, Less Than 10 lines (No Flow through) – UNE-POTS and Platform

6. OR-6-01: Percent Accuracy – Orders

7. OR-6-03: Percent Accuracy – Local Service Request Confirmation – UNE

8. PR-1-01: Average Interval Offered (No Dispatch) – INP, Hot Cuts, Platform, 2-wire xDSL Line Sharing

9. PR-2-01: Average Interval Completed (No Dispatch) – INP, Hot Cuts, Platform, 2-wire xDSL Line Sharing

10. PR-2-02: Average Interval Completed (Total Dispatch) – xDSL Loops

11. PR-3-03: Percent Completed in 3 Days, 1-5 Lines (No Dispatch)

12. PR-3-01: Percent Completed in 6 Days, 1-5 Lines (Total) – xDSL Loop

13. PR-4-02: Average Delay Days (Total)

14. PR-4-05: Percent Missed Appointment – Verizon Pennsylvania (No Dispatch) – Platform

15. PR-5-01: Percent Missed Appointment – Verizon Pennsylvania – Facilities

16. PR-6-01: Percent Install Troubles Reported in 30 Days – xDSL Loop

17. PR-8-01: Open Orders in a Hold Status for More Than 30 Days – Platform

18. PR-9-01: Percent On Time Performance – Hot Cuts

19. MR-4-02: Mean Time to Repair – Loop trouble – Platform, UNE loops

20. MR 4-03: Percent Missed Appointment Customer – xDSL Loop and Line Sharing

21. MR 4-04: Percent Cleared Trouble Reports within 24 Hours – xDSL Loop and Line Sharing

22. MR 5-01: Percent Repeat Trouble Reports within 30 Days – xDSL Loop and Line Sharing

23. NP-1-01: Percent Final Trunk Group Blockage[3]

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[3] This metric was included in the list although no standard has been established.

24. BI-2-01: Timeliness of Carrier Bill

25. BI-4-01: Percent Usage Accuracy

Appendix F

Commercial Operation Results per Checklist Item

Appendix F, "Commercial Operation Results per Checklist Item," was compiled, in large measure from Verizon PA's Measurements Declaration Attachment 403, revised April 18, 2001. Additional information was taken from the C2C Aggregate Reports that Verizon PA files on or about the 25th day of the month following the month for which data is being reported. Additional information was obtained from KPMG Consulting's analyses of the monthly C2C Aggregate Reports.

In certain instances, KPMG Consulting provided z-scores when the original C2C Aggregate Reports did not reflect z-scores. (See MR-4-05 and MR-4-06 for Checklist item 1.) In other instances, KPMG Consulting provided corrected z-scores. (See PR-8-01 and PR-8-02 for Checklist item 5.) In neither instance did the met/miss designation change.

Table of Standards

(1) 95% Within 10 Business Days
(2) 95% Within 11 Business Days
(3) Parity With IXC/FGD (z score)
(4) Parity With Verizon Retail (z score)
(5) See Guidelines
(6) Parity + 4 Seconds
(7) Parity + 7 Seconds
(8) 99.5%
(9) 85% Within 20 Seconds
(10) 95% Complying Within Minimum Interval
(11) 20 Minutes
(12) 95% within 2 hours
(13) 95% within 24 hours
(14) 95% within 72 hours
(15) 95% within 15 hours
(16) 95 % within 96 hours
(17) 95% within 48 hours
(18) 97% within 2 hours
(19) 95% of orders without errors
(20) Not more than 5% of LSRCs resent due to Verizon error
(21) 99% sent same day
(22) 95%
(23) 95% of daily usage feed within 4 business days
(24) 98% in 10 business days
(25) 95% within cut over order
(26) 95% within 30 seconds
(27) 95% on or before due date
(28) 95% on time

LEGEND	
✓	Met Standard
-	Missed Standard
*	See Special Study
[blank]	No Activity or Sample Size Too Small
u	Under Development or Under Review
im	Incorrect Measurement
rq	Reported Quarterly
NS	No Standard
nef	No Equivalent Funcitinality

CHECKLIST ITEM 1: INTERCONNECTION (TRUNKS) (Page 1 of 2)

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
OR - Ordering														
1-12	% On Time Firm Order Confirmation < 192 Forecasted Trunks	1	✓						✓		-	88.24	✓	
1-13	% On Time Design Layout Record	2	✓						-	87.50	-	88.24	✓	
2-12	% On Time Trunk ASR Rejects < 192 Forecasted Trunks	1	✓						✓		✓		✓	
PR - Provisioning														
1-09	Avg.Interval Offered – Total < 192 Forecasted Trunks	3												
1-09	Avg.Interval Offered – Total > 192 Forecasted & Unforecasted	3	✓		-	-4.32	✓		✓		✓		-	-3.79
2-09	Avg.Interval Completed – Total < 192 Forecasted Trunks	3												
2-09	Avg.Interval Completed – Total > 192 Forecasted &	3												
4-01	% Missed Appointment – VZ – Total	3	-	-8.51	-	-13.99	✓		✓		✓		✓	
4-02	Avg.Delay Days – Total	3	✓		-	-379.45	✓		-	-40.25	-	-3.29	✓	
4-09	% Missed Appt – VZ – Standard Intvl (W coded) Orders – Total	3	✓		✓		✓		✓		✓		✓	
5-01	% Missed Appointment – Facilities	3	✓		-	-477.59	✓		✓		✓			
5-02	% Orders Held for Facilities > 15 Days	3	✓		✓		✓		✓		✓			
5-03	% Orders Held for Facilities > 60 Days	3	✓		✓		✓		✓		✓			
6-01	% Installation Troubles within 30 Days	3	-	-15.36	✓		-		✓		✓		✓	
8-01	% Open Orders in a Hold Status > 30 Days	4	✓		✓		✓		✓		✓			
8-02	% Open Orders in a Hold Status > 90 Days	4	✓		✓		✓		✓		✓			

CHECKLIST ITEM 1: INTERCONNECTION (TRUNKS) (Page 2 of 2)

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
MR - Maintenance & Repair														
2-01	Network Trouble Report Rate – Total	3	✓		✓		✓		✓		✓		✓	
4-01	Mean Time to Repair	3	✓		✓		✓		✓		✓		✓	
4-04	% Cleared (all troubles) within 24 Hours	3	✓		✓		✓		✓		✓		✓	
4-05	% Out of Service > 2 Hours	3	✓		✓		✓		✓		✓		✓	
4-06	% Out of Service > 4 hours	3	✓		✓		-	-264.72	✓		✓		✓	
4-07	% Out of Service > 12 hours	3	✓		✓		-	-264.72	✓		✓		✓	
4-08	% Out of Service > 24 Hours	3	✓		✓		✓		✓		✓		✓	
5-01	% Repeat Reports within 30 Days	3	✓		✓		✓		✓		✓			
NP - Network Performance														
1-04	# Dedicated Final Trunk Group Exceeding Blocking Standard –	5	✓		✓		✓		✓					
5-01	% Network Outage Notices Sent within 30 Minutes	4	✓		✓		✓		✓		✓		✓	
6-01	% NXX Updates Installed by the LERG Effective Date	4	rq		✓		rq		rq		rq		rq	

	Nov		Dec		Jan		Feb		Mar			
Met:	21		17		17		20		19		15	
Miss:	2		4		3		2		3		1	
UD/UR:	0		0		0		0		0		0	
Null/NA	3		6		6		4		4		10	
Nef	0		0		0		0		0		0	
rq	1				1		1		1		1	
im	0		0		0		0		0		0	

CHECKLIST ITEM 2: UNE OSS (Page 1 of 5)

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
PO - Pre-Ordering--EDI Interface														
1-01	Customer Service Record	6	✓		✓		✓		✓		✓		✓	
1-02	Due Date Availability	6	✓		✓		✓		✓		✓		✓	
1-03	Address Validation	8	✓		✓		✓		✓		✓		✓	
1-04	Product and Service Availability	6	im		im		im		✓		✓			
1-05	Telephone Number Availability and Reservation (Parity + 4)	6	✓*		-*	-4.03	-*	-4.05	-*	-4.79	-	-4.88	-	-9.13
1-06	Loop Qualification	6	✓		✓		✓							
1-07	Rejected Query	6	✓		✓		✓		✓		✓		✓	
2-02	OSS Interface Availability – Prime	8	✓		✓		✓		✓		✓		✓	
PO - Pre-Ordering--WEB GUI Interface														
1-01	Customer Service Record (Parity + 7)	7	-	-7.18	✓		✓		✓		✓		✓	
1-02	Due Date Availability	7	✓		✓		✓		✓		✓		✓	
1-03	Address Validation	7	✓		✓		✓		✓		✓		✓	
1-04	Product and Service Availability	7	im		im		Im		✓		✓		✓	
1-05	Telephone Number Availability and Reservation (Parity +7)	7	-*	-7.94	-*	-7.42	✓*		✓		✓		✓	
1-06	Loop Qualification	7	✓		✓		✓		✓		✓		✓	
1-07	Rejected Query	7	✓		✓		✓		✓		✓		✓	
2-02	OSS Interface Availability – Prime (99.5%)	8	✓		-	98.59	-	99.07	✓		-	99.18	✓	
PO - Pre-Ordering--Other														
2-02	OSS Interface Availability – Prime - Elec. Bonding – Maintenance (99.5%)	8	✓		✓		✓		-	98.32	✓		-	99.22
3-02	% Answered within 30 Seconds – Ordering	9	✓		✓		✓		✓		✓		✓	
3-04	% Answered within 30 Seconds – Maintenance	9	✓		✓		✓		✓		✓		✓	
4-02	% Change Management Notices Sent on Time – Total	10	✓						✓		✓		✓	
5-01	Avg.Notice of Interface Outage	11	✓								✓		✓	

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
MR - Maintenance & Repair--WEB GUI														
1-01	Avg.Response Time – Create Trouble	7	✓		✓		✓		✓		✓		✓	
1-02	Avg.Response Time – Status Trouble	7	✓		✓		✓		✓		✓		✓	
1-03	Avg.Response Time – Modify Trouble	7							✓		✓		✓	
1-04	Avg.Response Time – Cancel Trouble	7	✓		✓		✓		✓		✓		✓	
1-05	Avg.Response Time – Trouble Report History	7	✓		✓		✓		✓		✓		✓	
1-06	Avg.Response Time – Test Trouble	7	✓		✓		✓		✓		✓		✓	
MR - Maintenance & Repair--Electronic Bonding														
1-01	Avg.Response Time – Create Trouble (Parity + 4 sec.)	6	-	-6.94	-	-5.97	✓		-	-5.31	✓		✓	
1-02	Avg.Response Time – Status Trouble (Parity + 4 sec.)	6	-	-10.68	✓		✓		✓		✓		✓	
1-03	Avg.Response Time – Modify Trouble (Parity + 4 sec.)	6	-	-8.77	✓				✓		-	-14.83	✓	
1-04	Avg.Response Time – Cancel Trouble (Parity + 4 sec.)	6	✓		-	-10.37					✓			
1-05	Avg.Response Time – Trouble Report History	6	nef		nef		nef		nef		nef			
1-06	Avg.Response Time – Test Trouble (Parity + 4 sec.)	6	-	-16.77	-	-15.51	-	-4.71	-	-14.38	-	-7.61	-	-23.59

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	March Score	Apr	Apr Score
OR - Ordering														
1-02	% On Time LSR Confirmations Flow Through Loop	12	✓		✓		✓		✓		✓		✓	
1-02	% On Time LSR Confirmations Flow Through Platform (95%)	12	-	89.42	✓		✓		✓		✓		✓	
1-04	% On Time LSR Confirmations < 10 lines (elec.) Loop	13	✓		✓		✓		✓		✓		✓	
1-04	% On Time LSR Confirmations < 10 lines (elec.) Platform (95%)	13	-	81.89	✓		✓		✓		✓		✓	
1-04	% On Time LSR Confirmations < 10 lines (elec.) 2 Wire Digital	14	✓		-	87.57	✓		✓		✓		✓	
1-04	% On Time LSR Confirmations < 10 lines (elec.) 2 Wire xDSL	14	✓		✓		✓		✓		✓		✓	
1-04	% On Time LSR Confirmations < 10 lines (elec.) Specials	15	✓		✓		✓		✓		✓		✓	
1-06	% On Time LSR Confirmations > 10 lines (elec.) Loop	14	✓		✓		✓		✓		✓		✓	
1-06	% On Time LSR Confirmations > 10 lines (elec.) Platform	14	✓		✓		✓		✓		✓		✓	
1-06	% On Time LSR Confirmations > 10 lines (elec.) 2 Wire Digital	14												
1-06	% On Time LSR Confirmations > 10 lines (elec.) 2 Wire xDSL	14												
1-06	% On Time LSR Confirmations > 10 lines (elec.) DS0	14												
1-06	% On Time LSR Confirmations > 10 lines (elec.) DS1	14												
1-06	% On Time LSR Confirmations > 10 lines (elec.) DS3	14												
1-06	% On Time LSR Confirmations > 10 lines (elec.) non-DS0, DS1, DS3	14	✓		✓		✓		✓		✓		✓	
1-08	% On Time LSR Confirmations < 10 lines (fax) – Loop	17												
1-08	% On Time LSR Confirmations < 10 lines (fax) – Platform	17												
1-08	% On Time LSR Confirmations < 10 lines (fax) – 2 Wire Digital	16												
1-08	% On Time LSR Confirmations < 10 lines (fax) – 2 Wire xDSL	16												
1-08	% On Time LSR Confirmations < 10 lines (fax) – non-DS0, DS1, DS3	14												
1-10	% On Time LSR Confirmations > 10 lines (fax) – Loop	16												
1-10	% On Time LSR Confirmations > 10 lines (fax) – Platform	16												
1-10	% On Time LSR Confirmations > 10 lines (fax) – 2 Wire Digital	16												
1-10	% On Time LSR Confirmations > 10 lines (fax) – 2 Wire xDSL	16												
1-10	% On Time LSR Confirmations > 10 lines (fax) –DS0	16												
1-10	% On Time LSR Confirmations > 10 lines (fax) –DS1	16												
1-10	% On Time LSR Confirmations > 10 lines (fax) –DS3	16												
1-10	% On Time LSR Confirmations > 10 lines (fax) – non-DS0, DS1, DS3	16												

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
OR - Ordering														
2-02	% On Time LSR Rejects Flow Through Loop	12	✓		✓		✓		✓		✓		✓	
2-02	% On Time LSR Rejects Flow Through Platform	12	-	89.91	✓		✓		✓		✓		✓	
2-04	% On Time LSR Rejects < 10 lines (elec.) Loop	13	✓		-	90.43	✓		✓		✓		✓	
2-04	% On Time LSR Rejects < 10 lines (elec.) Platform	13	-	84.45	✓		✓		✓		✓		✓	
2-04	% On Time LSR Rejects < 10 lines (elec.) 2 Wire Digital	14	✓		✓		✓		✓		✓		✓	
2-04	% On Time LSR Rejects < 10 lines (elec.) 2 Wire xDSL	14	✓		✓		✓		✓		✓		✓	
2-04	% On Time LSR Rejects < 10 lines (elec.) Specials	17	✓		✓		✓		✓		-	92.64	–	91.01
2-06	% On Time LSR Rejects > 10 lines (elec.) Loop	14	✓		✓		✓		✓		✓		✓	
2-06	% On Time LSR Rejects > 10 lines (elec.) Platform	14												
2-06	% On Time LSR Rejects > 10 lines (elec.) 2 Wire Digital	14												
2-06	% On Time LSR Rejects > 10 lines (elec.) 2 Wire xDSL	14												
2-06	% On Time LSR Rejects > 10 lines (elec.) Specials	14	-	90.26	✓		✓		-	92.31	✓		✓	
2-08	% On Time LSR Rejects < 10 lines (fax) – Loop	17												
2-08	% On Time LSR Rejects < 10 lines (fax) – Platform	17												
2-08	% On Time LSR Rejects < 10 lines (fax) – 2 Wire Digital	16												
2-08	% On Time LSR Rejects < 10 lines (fax) – 2 Wire xDSL	16												
2-08	% On Time LSR Rejects < 10 lines (fax) – Specials	14	-	72.41	-	66.67	-	88.00	-	52.00				
2-10	% On Time LSR Rejects > 10 lines (fax) – Loop	16												
2-10	% On Time LSR Rejects > 10 lines (fax) – Platform	16												
2-10	% On Time LSR Rejects > 10 lines (fax) – 2 Wire Digital	16												
2-10	% On Time LSR Rejects > 10 lines (fax) – 2 Wire xDSL	16												
2-10	% On Time LSR Rejects > 10 lines (fax) – Specials	16												
4-02	% On Time Completion Notice POTS/Specials	18	✓		✓		✓		✓		✓		✓	
6-01	% Accuracy – Orders POTS/Specials	19	-	84.59	-	85.90	-	87.11	-	84.71	-	93.58	–	93.35
6-03	% Accuracy LSR Confirmations POTS/Specials	20	u		u		✓		✓		✓		✓	
7-01	% Order Confirmations/Rejects Sent within 3 Business Days – Loop	22					✓		✓		✓		✓	
7-01	% Order Confirmations/Rejects Sent within 3 Business Days – Platform	22					✓		✓		✓		✓	
8-01	% Acknowledgements On Time	12					✓		✓		✓		✓	
9-01	% Acknowledgement Completeness	21					-	90.90	✓		✓		✓	

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
BI - Billing														
1-02	% Daily Usage Feed within 4 Business Days	23	✓		✓		✓		✓		✓		✓	
2-01	Timeliness of Carrier Bill	24	*		*		*		✓		✓		✓	
3-01	% Billing Adjustments	4	*		*		*		✓				✓	
4-01	% Usage Accuracy	22	*		*		*		✓		✓		✓	
5-01	% Accuracy of Mechanized Bill Feed	22	✓		✓		✓		✓		✓		✓	
6-02	% Completeness of Usage Charges- Excludes – PCD Delayed Charges	4	u		u		u		u		u		–	-54.99
7-02	% Completeness of Fractional Recurring Charges – excludes PCD Delayed Charges	4	u		u		u		u		u		✓	
8-02	% Completeness of Non-Recurring Charges – excludes PCD Delayed Charges	4	u		u		u		u		u		✓	

	2000		2001			
	Nov	Dec	Jan	Fef	Mar	Apr
Met:	39	41	47	54	55	57
Miss:	12	8	5	6	6	6
UD/UR:	4	4	3	3	3	0
Null/NA	35	35	33	32	33	35

CHECKLIST ITEM 3: POLES, DUCTS, CONDUITS & RIGHTS-OF-WAY

| Metric # | Metric Description | Std | 2000 | | | | 2001 | | | | | | | |
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
GE - General														
2-01	% Access Requests Responses Transmitted On-Time	4	✓		✓		✓		✓		✓		✓	

| | 2000 | | 2001 | | | |
	Nov	Dec	Jan	Feb	Mar	Apr
Met:	1	1	1	1	1	1
Miss:	0	0	0	0	0	0
UD/UR:	0	0	0	0	0	0
Null/NA	0	0	0	0	0	0

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
PR - Provisioning														
1-01	Avg.Interval Offered – No Dispatch – Hot Cut Loop	4	-	-87.91	-	-68.65	-	-112.51	-	-97.74	-	-99.87	-	-79.60
1-01	Avg.Interval Offered – Total No Dispatch – 2W Digital	4	✓		✓		✓		-	-2.23			-	-2.56
1-01	Avg.Interval Offered – Total No Dispatch – 2W xDSL	4	✓		-	-10.31	-	-2.32	-	-4.00	-	-2.74	NS	
1-01	Avg.Interval Offered – Total No Dispatch – Specials	4	u		u		u							
1-02	Avg.Interval Offered – Total Dispatch – 2W Digital	4	✓		✓		✓		✓		✓		✓	
1-02	Avg.Interval Offered – Total Dispatch – 2W xDSL	4	-	-12.10	✓		✓		✓		✓		NS	
1-02	Avg.Interval Offered – Total Dispatch – Specials	4	u		u		u		-	-4.00	-	-16.09	-	-7.41
1-03	Avg.Interval Offered – Dispatch (1-5 lines) – Loop	4	im		im		im		im		-	-5.63	-	-3.52
1-04	Avg.Interval Offered – Dispatch (6-9 lines) – Loop	4	✓		✓		✓				✓		✓	
1-05	Avg.Interval Offered – Dispatch (> 10 lines) – Loop	4					✓				✓		✓	
1-06	Avg.Interval Offered – DS0	4	u		u		u							
1-07	Avg.Interval Offered – DS1	4	u		u		u		✓		-	-9.88	-	-8.86
1-08	Avg.Interval Offered – DS3	4	u		u		u							
1-09	Avg.Interval Offered – Total – EEL	4	u		u		u							
1-10	Avg.Interval Offered – Disconnects – No Dispatch - POTS & Complex	4	✓		✓		✓		✓		✓		-	-64.16
1-10	Avg.Interval Offered – Disconnects – No Dispatch – Specials	4	u		u		u							
1-11	Avg.Interval Offered – Disconnects – Dispatch - POTS & Complex	4									✓			
1-11	Avg.Interval Offered – Disconnects – Dispatch – Specials	4	u		u		u							

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
PR - Provisioning														
2-01	Avg.Interval Completed – No Dispatch – Hot Cut Loop	4	-	-80.84	-	-52.74	-	-134.42	-	-85.76	-	-80.32	-	-72.03
2-01	Avg.Interval Completed – Total No Dispatch – 2W Digital	4												
2-01	Avg.Interval Completed – Total No Dispatch – 2W xDSL	4			-	-13.34					✓		NS	
2-01	Avg.Interval Completed – Total No Dispatch – Specials	4	u		u		u							
2-02	Avg.Interval Completed – Total Dispatch – 2W Digital	4	-	-2.71	✓		-	-2.37	✓		✓		✓	
2-02	Avg.Interval Completed – Total Dispatch – 2W xDSL	4	-	-20.36	✓		✓		✓		✓		NS	
2-02	Avg.Interval Completed – Total Dispatch – Specials	4	u		u		u		✓		-	-2.31	-	-9.60
2-03	Avg.Interval Completed – Dispatch (1-5 lines) – Loop	4	im		im		im		im		-	-3.61	-	-2.91
2-04	Avg.Interval Completed – Dispatch (6-9 lines) – Loop	4			✓						✓			
2-05	Avg.Interval Completed – Dispatch (> 10 lines) – Loop	4												
2-06	Avg.Interval Completed – DS0	4	u		u		u							
2-07	Avg.Interval Completed – DS1	4	u		u		u		✓		-	-2.40	-	-15.88
2-08	Avg.Interval Completed – DS3	4	u		u		u							
2-09	Avg.Interval Completed – Total – EEL	4	u		u		u							
2-10	Avg.Interval Completed – Disconnects – No Dispatch - POTS & Complex	4	✓		✓		✓		✓		✓		-	-77.26
2-10	Avg.Interval Completed – Disconnects – No Dispatch – Specials	4	u		u		u							

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
PR - Provisioning		4												
2-11	Avg.Interval Completed – Disconnects – Dispatch – POTS & Complex	4									✓			
2-11	Avg.Interval Completed – Disconnects – Dispatch – Specials	4	u		u		u							
4-01	% Missed Appointment BA Total – Specials	4	u		u		u		-	-11.91	-	-22.40	-	-25.99
4-01	% Missed Appointment BA Total – EEL	4	u		u		u		-	-3.43	-	-5.88	-	-24.11
4-02	Avg.Delay Days Total – POTS	4	-	-8.93	✓		-	-5.93	-	-4.10	✓		✓	
4-02	Avg.Delay Days Total – 2 Wire Digital	4	✓		✓		-	-3.89	✓		-	-5.15	-	-2.59
4-02	Avg.Delay Days Total – 2 Wire xDSL	4	✓		-	-22.91	-	-1.98	✓				✓	
4-02	Avg.Delay Days Total – Specials	4	u		u		u		✓		✓		✓	
4-02	Avg.Delay Days Total – EEL	4	u		u		u		✓		✓		✓	
4-04	% Missed Appointment VZ Dispatch, New Loop	4	-	-7.91	✓		✓		✓		✓		✓	
4-04	% Missed Appointment VZ Dispatch, 2 Wire Digital	4	✓		-	-3.49	-	-4.47	-	-2.55	-	-2.89	✓	
4-04	% Missed Appointment VZ Dispatch, 2 Wire xDSL	4	-	-6.44	-	-5.37	-	-3.04	✓		-	-3.18		
4-05	% Missed Appointment VZ No Dispatch, Other	4	-	-3.30	-	-7.56	-	-3.07	✓		✓		-	-4.25
4-05	% Missed Appointment VZ No Dispatch, 2 Wire Digital	4												
4-05	% Missed Appointment VZ No Dispatch, 2 Wire xDSL	4											✓	

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Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
PR - Provisioning		4												
4-09	% Missed Appointment – VZ – Standard Interval (W Coded) Orders – Specials	4	u		u		u		-	-4.00	-	-18.37	-	-18.72
4-09	% Missed Appointment – VZ – Standard Interval (W Coded) Orders – EEL	4	u		u		u						-	-13.33
4-10	% Missed Appointment – VZ – Standard Interval (W Coded) Orders – Dispatch – Loop New	4	-	-7.31	✓		-	-3.58	✓		✓		✓	
4-10	% Missed Appointment – VZ – Standard Interval (W Coded) Orders –Dispatch – 2 Wire Digital	4	✓		-	-2.61	-	-4.20	-	-1.73	-	-1.83	✓	
4-10	% Missed Appointment – VZ – Standard Interval (W Coded) Orders –Dispatch – 2 Wire xDSL	4	-	-6.80	-	-4.38	-	-2.19	✓					
4-11	% Missed Appointment – VZ – Standard Interval (W Coded) Orders – No Dispatch – Other	4	✓		-	-3.58	-	-2.95	✓		✓		-	-7.25
4-11	% Missed Appointment – VZ – Standard Interval (W Coded) Orders – No Dispatch – 2 Wire Digital	4												
4-11	% Missed Appointment – VZ – Standard Interval (W Coded) Orders – No Dispatch – 2 Wire xDSL	4							✓					
5-01	% Missed Appointment Facilities – POTS – Loop	4	-	-3.16	✓		✓		-	-2.06	-	-6.62	✓	
5-01	% Missed Appointment –Facilities – 2 Wire Digital	4	✓		✓		✓		-	-2.40	-	-3.79	✓	
5-01	% Missed Appointment –Facilities – 2 Wire xDSL	4	im		im		im		im		-	-96.03	-	-10.58
5-01	% Missed Appointment Facilities – Specials	4	u		u		u		✓		-	-22.53		

Metric #	Metric Description	Std	Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
					2000				**2001**					
PR - Provisioning														
5-02	% Orders Held for Facilities > 15 – POTS – Loop	4	-	-7.27	✓		✓		✓		✓		✓	
5-02	% Orders Held for Facilities > 15 – 2 Wire Digital	4	✓		-	-5.96	✓		✓		✓			
5-02	% Orders Held for Facilities > 15 – 2 Wire xDSL	4	-	-27.29	-	NA	-	NA	-	NA	-	-13.74	✓	
5-02	% Orders Held for Facilities > 15 Specials	4	u		u		u		-	NA	✓			
5-03	% Orders Held for Facilities > 60 – POTS – Loop	4	✓		✓		✓		✓		✓			
5-03	% Orders Held for Facilities > 60 – 2 Wire Digital	4	✓		✓		✓		✓		✓			
5-03	% Orders Held for Facilities > 60 – 2 Wire xDSL	4	-	-45.64	✓		-	NA	✓		✓			
5-03	% Orders Held for Facilities > 60 Specials	4	u		u		u		✓		✓			
6-01	% Installation Troubles within 30 – POTS – Loop	4	-	-2.34	-	-12.78	-	-12.24	-	-10.29	-	-3.72	-	-4.11
6-01	% Installation Troubles within 30 – 2 Wire Digital	4	-	-11.93	-	-18.91	-	-9.35	-	-8.46	✓		-	-3.24
6-01	% Installation Troubles within 30 – 2 Wire xDSL	4	-	-14.79	✓		✓		✓		✓		-	-5.11
6-01	% Installation Trouble within 30 – Specials	4	u		u		u		✓		✓		✓	
6-02	% Installation Troubles within 7 – POTS – Loop	4	✓		-	-3.47	-	-4.61	-	-5.97	✓		✓	
7-01	% Orders with Jeopardy Status – EEL	4	u		u		u		✓					
8-01	% Open Orders in Hold Status > 30 Days – POTS	4	✓		-	-3.87	✓		✓		✓			
8-01	% Open Orders in Hold Status > 30 Days – 2 Wire Digital	4	✓		-	-2.83	✓		-	NA	-	-223.90		
8-01	% Open Orders in Hold Status > 30 Days – 2 Wire xDSL	4	-	-34.71	-	NA	-	NA	-	NA	-	-13.74	✓	
8-01	% Open Orders in Hold Status > 30 Days – Total Specials	4	u		u		u		-	-2.78	-	-15.45	-	-35.45
8-01	% Open Orders in Hold Status > 30 Days – EEL	4	u		u		u		✓		-	-15.15	-	-14.80
8-02	% Open Orders in Hold Status > 90 Days – POTS	4	✓		-	NA	✓		✓		✓			
8-02	% Open Orders in Hold Status > 90 Days – 2 Wire Digital	4	✓		-	-3.89	✓		-	NA	✓			
8-02	% Open Orders in Hold Status > 90 Days – 2 Wire xDSL	4	-	-14.30	-	NA	-	NA	-	NA	-	-13.74		
8-02	% Open Orders in Hold Status > 90 Days – Total Specials	4	u		u		u		✓		-	-4.72	-	-10.76
8-02	% Open Orders in Hold Status > 90 Days – EEL	4	u		u		u		✓		✓		-	-5.17
9-01	% On Time Performance – Hot Cut	25	-	-3.84	-	-3.15	✓		✓		✓		✓	

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
MR - Maintenance & Repair														
2-01	Network Trouble Report Rate – Specials	4	-	-6.94	-	-3.94	-	-9.70	-	-7.12	-	-6.40	-	-5.19
2-02	Network Trouble Report Rate (POTS) – Loop	4	✓		✓		-	-2.07	✓		✓		✓	
2-02	Network Trouble Report Rate – 2 Wire Digital	4	-	-12.39	-	-14.74	-	-8.32	-	-6.59	-	-5.09	-	-7.59
2-02	Network Trouble Report Rate – 2 Wire xDSL	4	✓		✓		✓		-	-37.57	-	-36.18	-	-23.03
2-03	Network Trouble Report Rate – CO – Loop	4	✓		-	-4.89	-	-10.23	-	-3.41	✓		✓	
2-03	Network Trouble Report Rate – CO – 2 Wire Digital	4	-	-4.64	-	-5.18	-	-6.71	-	-2.48	✓		-	-2.36
2-03	Network Trouble Report Rate – CO – 2 Wire xDSL	4	✓		✓		✓		-	-5.51	-	-8.88	✓	
2-05	%CPE/Test OK/Found OK Trouble Report Rate–POTS–Loop	4	-	-1.81	✓		-	-7.08	-	-2.80	✓		✓	
2-05	% CPE/Test OK/Found OK Trouble Report Rate – 2 Wire Digital	4	-	-7.96	-	-10.35	-	-9.75	-	-7.19	-	-3.91	✓	
2-05	% CPE/Test OK/Found OK Trouble Report Rate – 2 Wire xDSL	4	✓		-	-3.09	✓		-	-2.49	-	-5.09	✓	
2-05	% CPE/Test OK/Found OK Trouble Report Rate – Specials	4	-	-8.54	-	-19.78	-	-14.87	✓		✓		✓	
3-01	% Missed Repair Appointment – Loop – POTS (loop)	4	✓		✓		✓		✓		✓		✓	
3-01	% Missed Repair Appointment – Loop - 2 Wire Digital	4	✓		✓		✓		✓		✓		✓	
3-01	% Missed Repair Appointment – Loop – xDSL	4	✓		✓		-	-2.64	✓		✓		✓	
3-02	% Missed Repair Appointment – Central Office–POTS-loop	4	-	-2.21	✓		✓		✓		✓		✓	
3-02	% Missed Repair Appointment – Central Office – 2 Wire Digital	4	✓		✓		✓		✓					
3-02	% Missed Repair Appointment – Central Office – 2 Wire xDSL	4	-	-1.84	-	-2.68	✓		✓		✓		✓	
3-03	% Missed Repair Appointment – CPE/Test OK/Found OK–POTS-loop	4	-	-3.05	✓		-	-1.94	✓		✓		✓	
3-03	% Missed Repair Appointment – CPE/Test OK/Found OK – 2 Wire Digital	4	✓		✓		✓		✓		✓		✓	
3-03	% Missed Repair Appointment – CPE/Test OK/Found OK– 2 Wire xDSL	4	✓		-	-3.89	✓		✓		✓		✓	

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Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
MR - Maintenance & Repair														
4-01	Mean Time to Repair – Total – POTS – loop	4	✓		✓		-	-3.77	✓		-	-1.93	✓	
4-01	Mean Time to Repair – Total – 2 Wire Digital	4	✓		-	-4.47	✓		✓		✓		✓	
4-01	Mean Time to Repair – Total – 2 Wire xDSL	4	-	-4.06	-	-8.75	-	-4.02	✓		✓		NS	
4-01	Mean Time to Repair – Total – Specials	4					✓							
4-02	Mean Time to Repair – Loop Trouble – POTS–loop	4	✓		✓		-	-3.19	✓		-	-1.71	✓	
4-02	Mean Time to Repair – Loop Trouble – 2 Wire Digital	4	✓		-	-2.87	-	-2.00	✓		✓		✓	
4-02	Mean Time to Repair – Loop Trouble – 2 Wire xDSL	4	-	-4.75	-	-9.03	-	-4.46	-	-3.43	✓		✓	
4-02	Mean Time to Repair – Loop Trouble – Specials	4												
4-03	Mean Time to Repair – CO Trouble – POTS – loop	4	-	-3.38	-	-2.88	-	-5.47	-	-3.22	-	-2.31	-	-3.90
4-03	Mean Time to Repair – CO Trouble – 2 Wire Digital	4	✓		-	-3.25	✓		✓				✓	
4-03	Mean Time to Repair – CO Trouble – 2 Wire xDSL	4	✓		-	-1.97	✓		✓		✓		✓	
4-04	% Cleared (all troubles) within 24 Hours–POTS-loop	4	✓		✓		-	-6.06	✓		✓		✓	
4-04	% Cleared (all troubles) within 24 Hours – Specials	4					✓							
4-06	% Out of Service > 4 hours – Specials	4					-	-3.43						

Metric #	Metric Description	Std	2000				2001							
			Nov	Nov Score	Dec	Dec Score	Jan	Jan Score	Feb	Feb Score	Mar	Mar Score	Apr	Apr Score
MR - Maintenance & Repair														
4-07	% Out of Service > 12 hours – POTS – loop	4	✓		-	-2.86	✓		-	-1.75	✓		-	-1.88
4-07	% Out of Service > 12 hours – 2 Wire Digital	4	✓		✓		✓		✓		✓		✓	
4-07	% Out of Service > 12 hours – 2 Wire xDSL	4	-	-1.84	-	-2.47	-	-3.01					✓	
4-07	% Out of Service > 12 hours – Specials	4					✓							
4-08	% Out of Service > 24 hrs. – POTS – loop	4	✓		✓		✓		✓		✓		✓	
4-08	% Out of Service > 24 hrs. – 2 Wire Digital	4	✓		✓		✓		✓		✓		✓	
4-08	% Out of Service > 24 hrs. – 2 Wire xDSL	4	-	-2.47	-	-3.80	-	-3.88					✓	
4-08	% Out of Service > 24 hrs. – Specials	4					✓							
5-01	% Repeat Reports within 30 days – POTS – loop	4	✓		✓		-	-9.06	-	-6.73	-	-5.61	-	-4.71
5-01	% Repeat Reports within 30 days – 2 Wire Digital	4	✓		✓		-	-2.27	-	-1.73	✓		✓	
5-01	% Repeat Reports within 30 days – 2 Wire xDSL	4	✓		✓		✓		✓		✓		✓	
5-01	% Repeat Reports within 30 days – Specials	4					✓							

	Nov	Dec	Jan	Feb	Mar	Apr
Met:	45	40	44	59	60	51
Miss:	35	42	43	37	38	33
UD/UR:	31	31	31	0	0	0
Null/NA	18	16	11	33	49	42
NS						5